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**Subject: Vendor Training**

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Effective Date: October 1, 2007

Revised from: October 1, 2006

**Policy:** At least one authorized vendor representative must participate in mandatory training. Prior to or at the time of a vendor's initial authorization, and at least once every three years thereafter (during contract renewal), the training must be in an interactive format that includes a face-to-face opportunity for questions and answers.

Training in non contract renewal years may include training newsletters, self-paced training manuals and/or interactive training (e.g. training video, web-based training sessions). The vendor representative is responsible for taking training materials back to their store location and train all store personnel handling WIC transactions. The SA or LA shall provide training for:

- All vendors at the time of their initial WIC authorization.
- All vendors within their contract renewal year.
- Follow-up to on-site monitoring visits and/or compliance investigations as determined by VEN 08.00.00 Vendor Sanction System.
- To ensure program integrity as deemed necessary by the SA.

**Reference: 7 CFR § 246.12(4)(3)(xi)**

**Procedure:**

1. The SA shall provide training materials to LA's pertaining to WIC program policies and procedures. Training materials will be designed to prevent program errors or abuse, reduce reimbursement errors, and promote the delivery of quality services to WIC clients, caregivers, parents and proxies.
2. LA's are encouraged to develop internal training tools and may submit these to the SA for review to ensure their accuracy and completeness.
3. The LA has discretion to choose the date, time and location of the mandatory training. The vendor must be provided with at least one alternative date to attend the mandatory training if the first arranged training time could not be agreed upon. All training must be completed by August 1<sup>st</sup> to ensure all documentation is entered in KWIC by August 31<sup>st</sup>.
4. SA or LA staff shall facilitate training sessions and conduct mandatory training within 7 calendar days of a new vendor's approval. If training cannot take place during the 7 calendar day time frame, the LA staff must submit in writing to the SA Vendor Manager the reason for the delay and the anticipated completion date of the training.
5. All actions pertaining to vendor training must be entered in the KWIC system.